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2003P11251US

1/30

FIG. 1

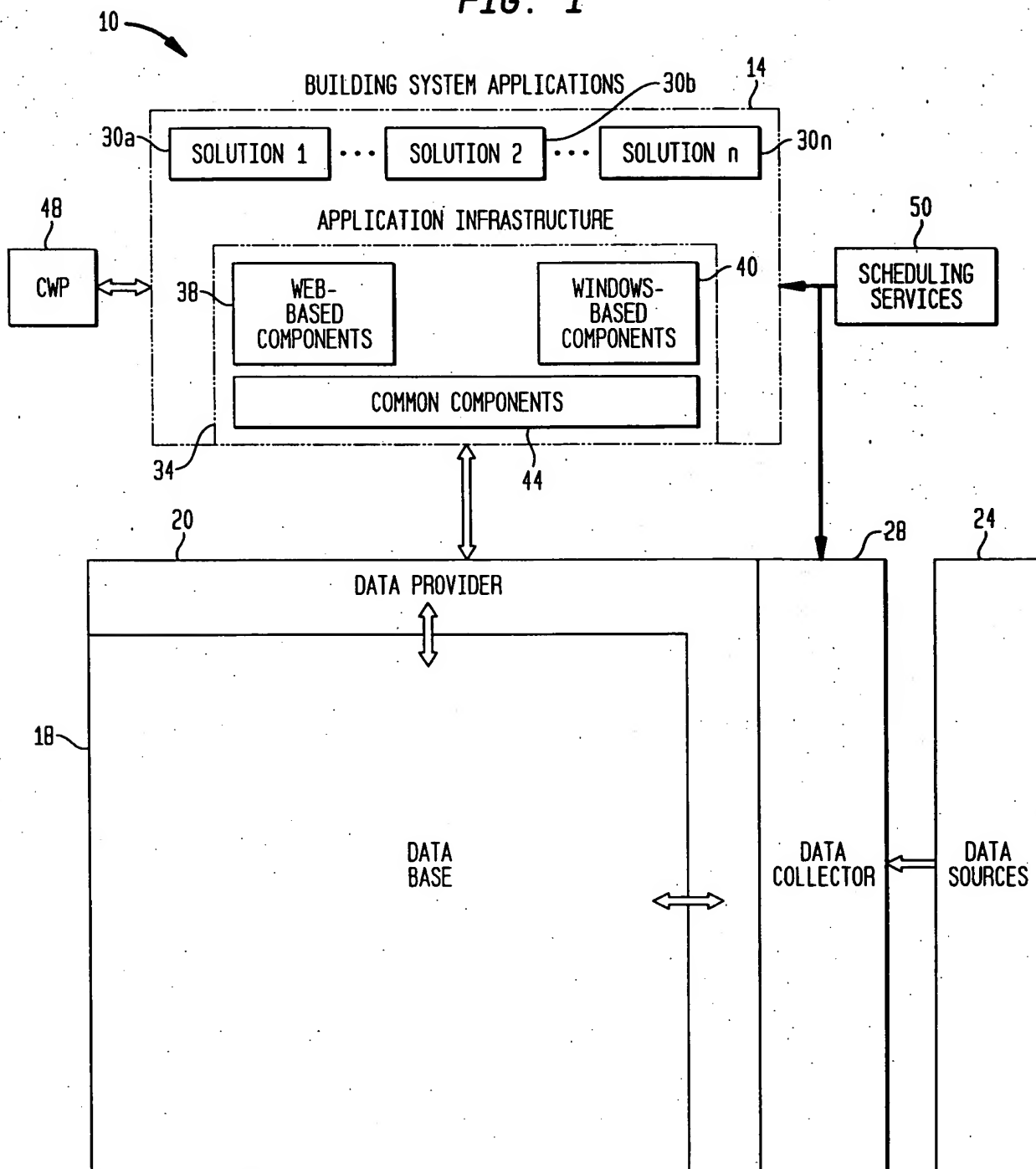


FIG. 2A

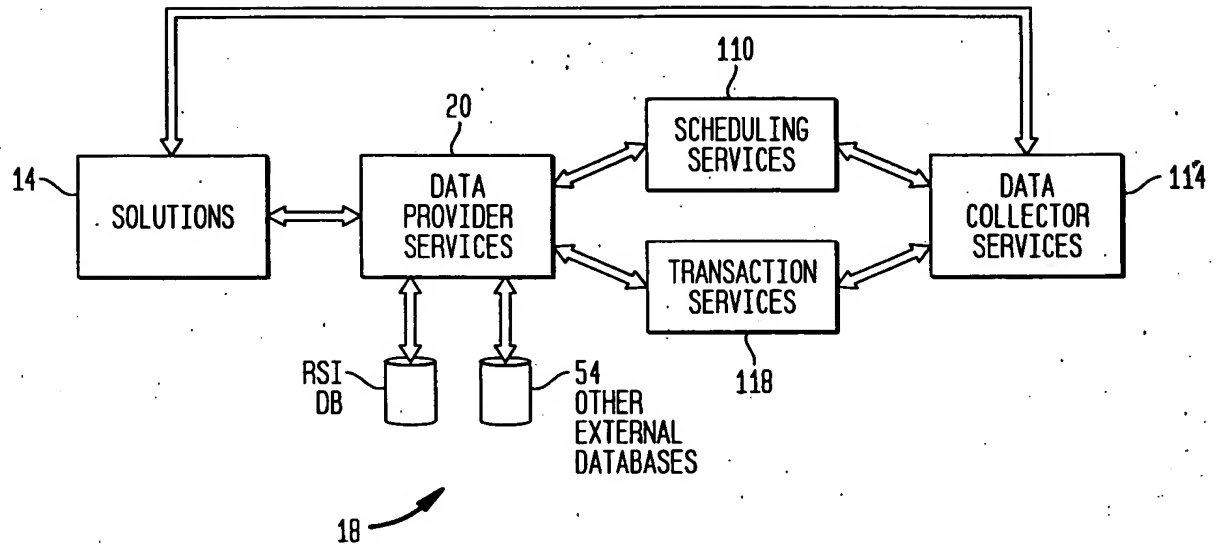
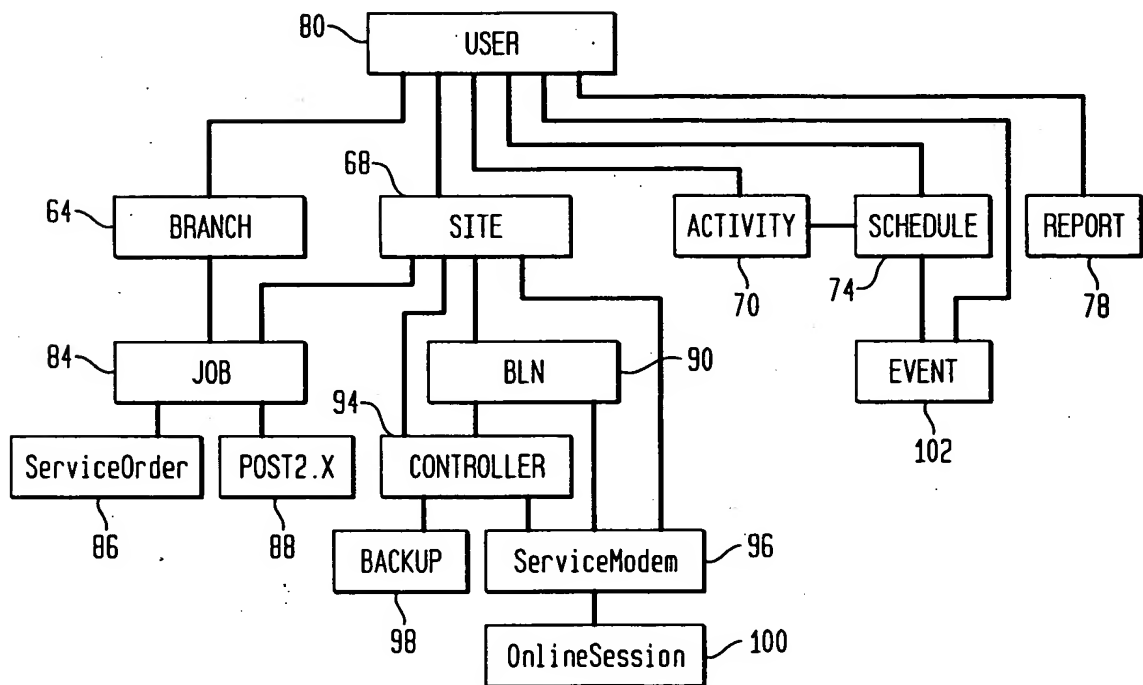
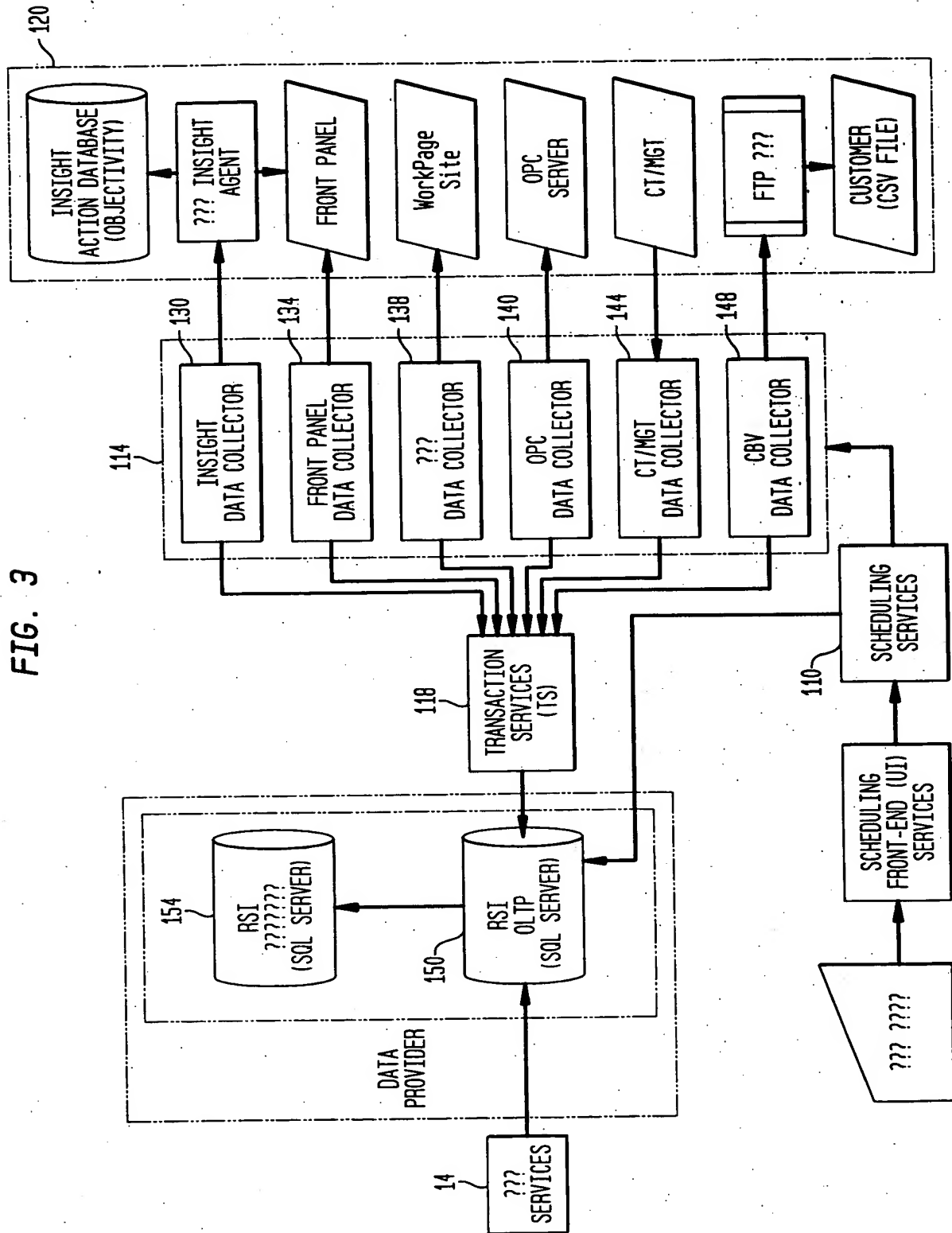


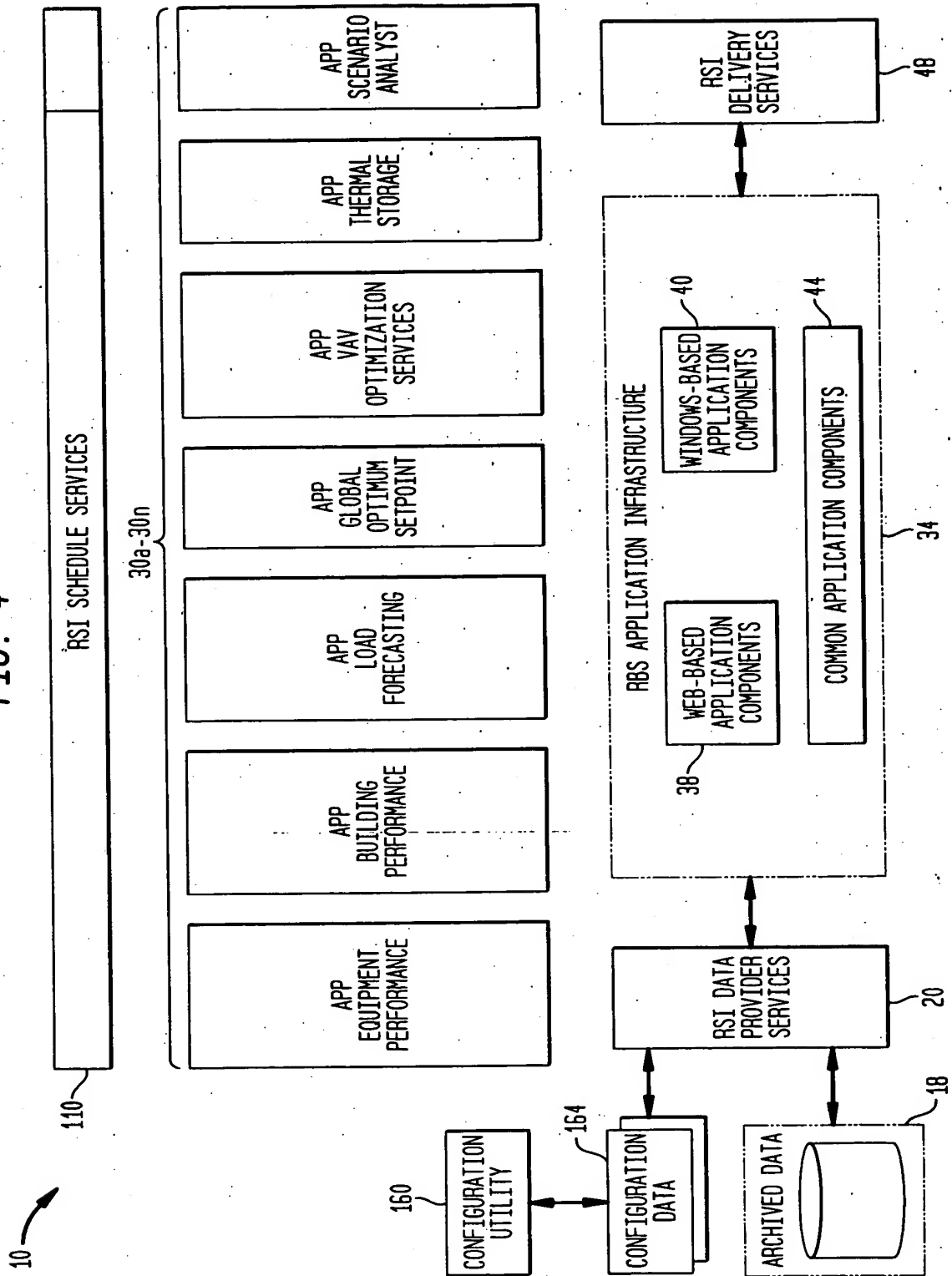
FIG. 2B





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FIG. 4



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FIG. 5

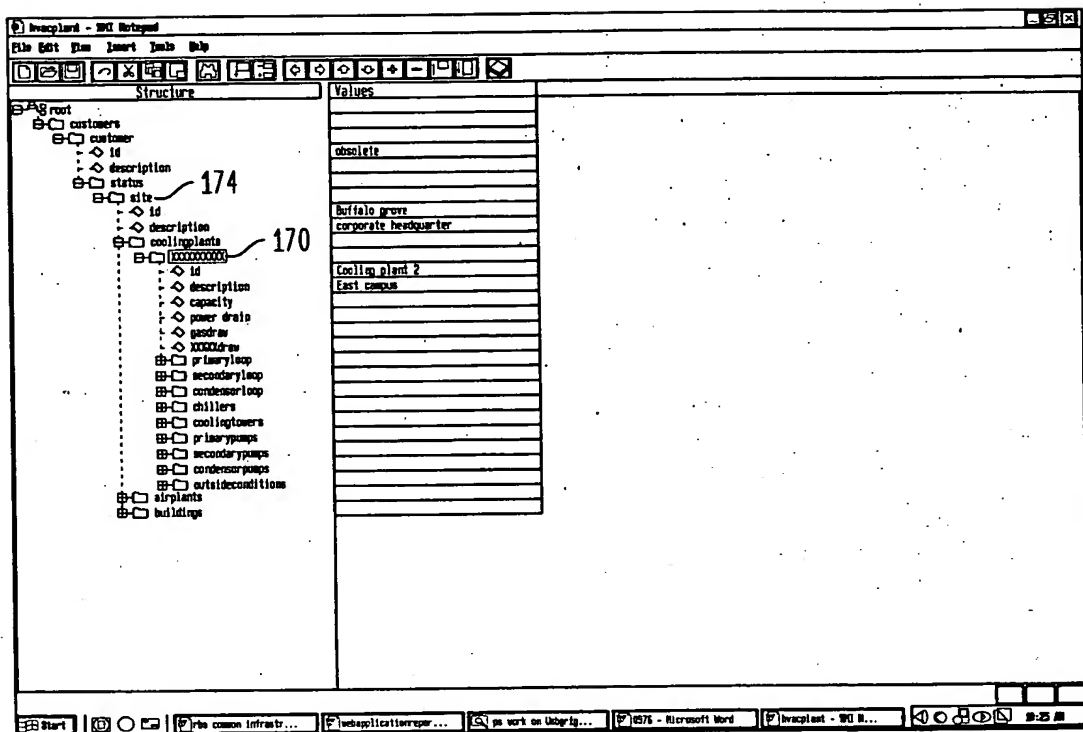
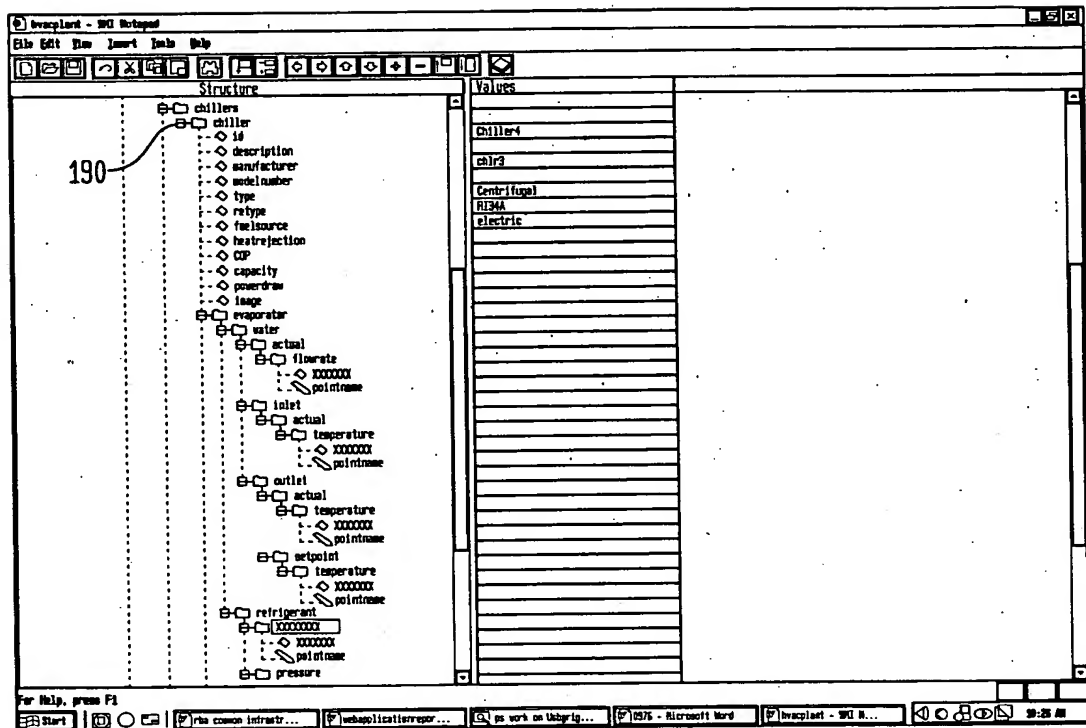


FIG. 7



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FIG. 8

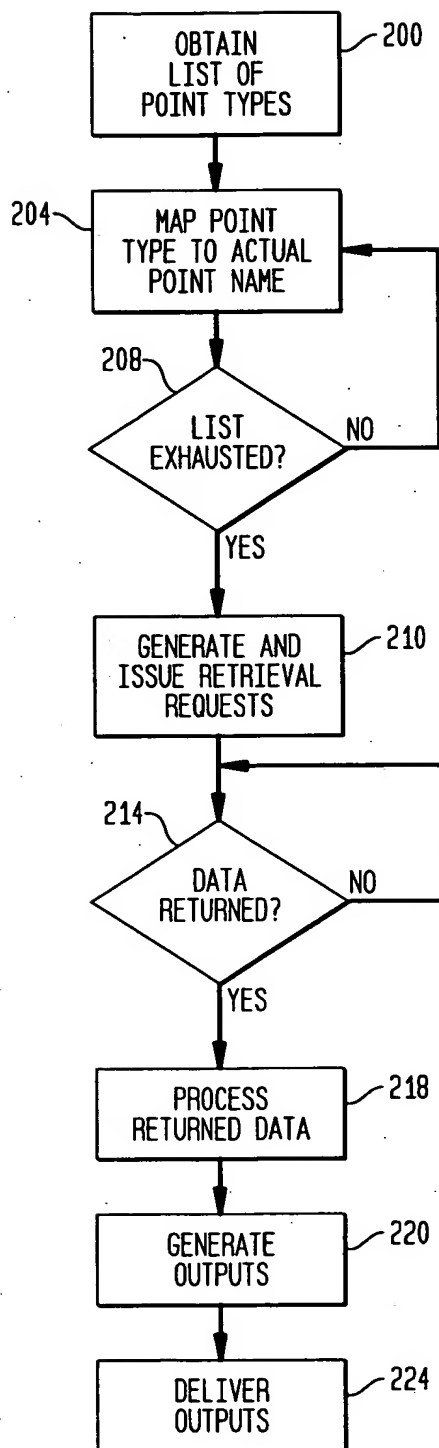
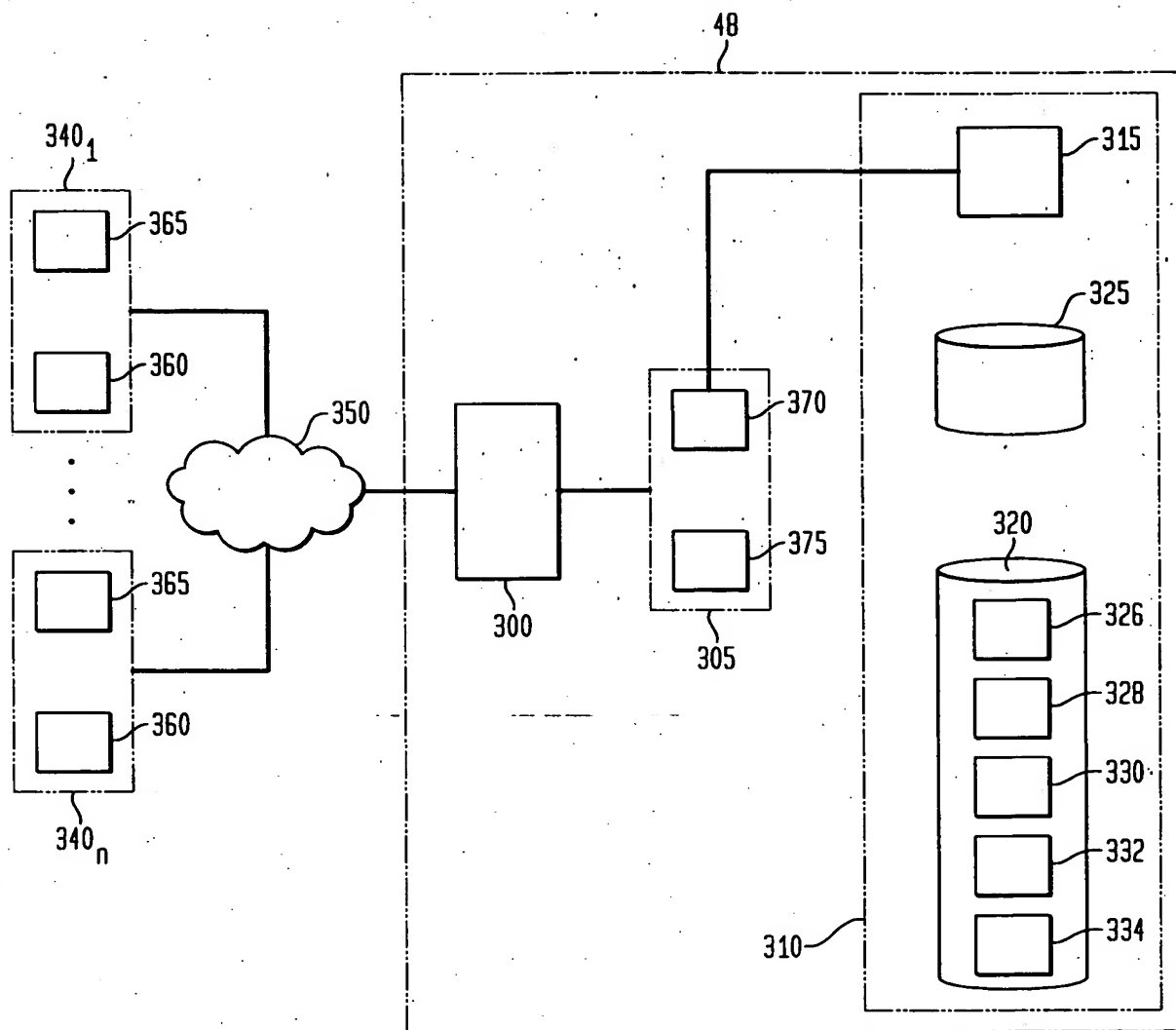


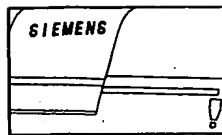
FIG. 9



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FIG. 10

400


site360
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Help Contact Us Sitemap

Search for... go >

 Service Central Fileshare Administration Log Out
 Home | >Service Central >Service Activity

430

Request Service

 → Service Activity
 Open Calls
 Closed Calls
 Custom Reports
 TSP Contracts 435
 Equipment
 Sites 440
 Request Service

Service Activity

The service activity function provides online access to all service information for the sites, equipment, and service activities that you are authorized for. Clicking any of the links provides more detailed information for that entry.

Summary

The summary provides an overview of all service activity for all sites for which you are authorized grouped by status, call type, and system type.

Call Status

Open

▶ 13

406

Closed

▶ 150

410

Call Type

Preventive

▶ 146

414

Corrective

▶ 17

416

System

Fire

▶ 18

420

HVAC

▶ 56

422

Mechanical

▶ 54

424

Security

▶ 35

426

Detail

The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 43

Export to:

.xls

.doc

ASCII

Site

Call Status

Open

Closed

Preventive

Call Type

Corrective

Type

System

Number

▶ SZ COLLEGE PARK (B320013)

▶ 1

▶ 0

▶ 0

▶ 1 HVAC

▶ 1

▶ SZ COLLEGE PARK (B320013)

▶ 0

▶ 3

▶ 3

▶ 0 Mechanical

▶ 3

▶ SZ EAST LIBRARY (B408013)

▶ 0

▶ 1

▶ 1

▶ 0 Mechanical

▶ 1

▶ SZ EAST POINT (B425013)

▶ 2

▶ 0

▶ 0

▶ 2 HVAC

▶ 2

▶ SZ EAST POINT (B425013)

▶ 0

▶ 1

▶ 1

▶ 0 Mechanical

▶ 1

▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next →

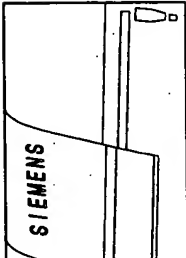

428

402

404

11/30

FIG. 11

500

site360 Home site360 Ordering Help Contact Us Sitemap

Request Service

Service Central Fileshare Administration Log Out

Home | >... >... >Open Calls

Open Calls

Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls). Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 15

| Open Date | Order No. | Status | Site | Description | Call Type | System | PO No. |
|-----------|---------------|--------|---------------------------|--------------------------------|------------|------------|-----------|
| 4/23/03 | ▶ 030321-0852 | Open | SZ MULTIPURPOSE (8251013) | REPLACE SCREENS | Preventive | Mechanical | 200303974 |
| 4/18/03 | ▶ 030307-3329 | Open | SZ COLLEGE PARK (8320013) | PH | Preventive | Mechanical | 200304780 |
| 4/18/03 | ▶ 030416-0594 | Open | SZ TOM LOWE (8229013) | REPLACE DEFECTIVE CONDENSING F | Preventive | Mechanical | 200305191 |
| 4/18/03 | ▶ 030416-0589 | Open | SZ TOM LOWE (8229013) | PH **NOTE** MUST CALL TO GET T | Preventive | Mechanical | 200305192 |
| 4/17/03 | ▶ 030416-0551 | Open | SZ SOUTHWEST (8440013) | LEAK ON 1ST CIRCUIT ON CHILLER | Preventive | Mechanical | 200305232 |

▶ 1-5 ▶ 6-10 ▶ 11-15

→ Service Activity

→ Open Calls

Closed Calls

Custom Reports

TSP Contracts

Equipment

Sites

Request Service

→ Display Filter Criteria →

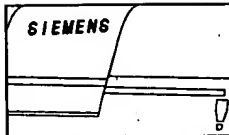
Export to: .xls .doc ASCII

→ Display Equipment / Contract No.

12/30

FIG. 12

600


site360

→ Service Activity
 → Open Calls
 Closed Calls
 Custom Reports
 TSP Contracts
 Equipment
 Sites
 Request Service

SIEMENS
[site360 Home](#) [site360 Ordering](#) [Help](#) [Contact Us](#) [Sitemap](#)

 Search for... go >

[Service Central](#) [Fileshare](#) [Administration](#) [Log Out](#)
[Home](#) | > > > > Open Calls > Service Order

 [Request Service](#)

Service Order

Below is detailed information for the individual service order you have selected.

Summary

The summary provides an overview of information related to the selected service order number.

| | | | |
|-------------------|------------------------------|---------------|------------------------|
| Service Order No. | 030321-0852 | Customer Name | Demonstration Customer |
| PO Number | 200303974 | Contract No. | |
| Site | SZ MULTIPURPOSE (8251013) | System | Mechanical |
| Status | Open | Open Date | 4/23/03 |
| Call Type | Preventive | Closed Date | |
| Request Type | fax | | |
| Problem Type | Repair or Replace Parts | | |
| Call Priority | Next Scheduled Visit | | |

Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

| | |
|---------------------|-----------------------------------------------|
| Problem Description | REPLACE SCREENS FOR CIRCULATION PUMP STRAINER |
| Resolution | |

Further Information

Use the following links to get further equipment, call, or appointment information.

go to [Equipment](#) [Call Log](#) [Appointments](#)

Equipment **610** **620** **630**

The table below lists equipment that was serviced on the selected order number.

No Data Available.

Call Log

The table below lists all activities logged to the selected service order number.

13/30

FIG. 13

700

site360 Home site360 Ordering Help Contact Us Sitemap

SIEMENS

Search for ... go >

Service Central Fileshare Administration Log Out

| Home | >... >... >Open Calls >Service Order

Request Service

→ Service Activity
→ Open Calls
Closed Calls
Custom Reports
TSP Contracts
Equipment
Sites
Request Service

Appointment

Below is the detailed information for the single appointment selected for this call.

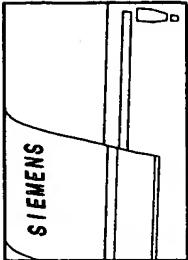
Summary
The summary provides an overview of information related to the selected appointment.

| | | | |
|--------------------|----------------------------------|-----------------|------------------------|
| Service Order No. | 030321-0852 | Contract No. | Demonstration Customer |
| PO Number | 200303974 | Customer Name | |
| Site | SZ MULTIPURPOSE (8251013) | Branch | ATLANTA |
| Appointment No. | 030321-0852 0001 1 240097 ATL | Lead Technician | Steve Conti |
| Open Date | 4/23/03 | Skill Type | Fitter Journeyman |
| Closed Date | | | |
| Appointment Status | TENTATIVE | | |

Equipment
The table below lists the equipment that service was performed on for this particular appointment. If no data appears, service has not yet been performed.

No Data Available.

FIG. 14



800

site360 Home site360 Ordering Help Contact Us Sitemap

Search for... go >

Service Central Fileshare Administration Log Out

| Home | >... >... >Closed Calls

Request Service

site360

→ Service Activity
 Open Calls
 → Closed Calls
 Custom Reports
 TSP Contracts
 Equipment
 Sites
 Request Service

Closed Calls

Below is an overview of all service activities with a "closed" status (this includes completed, closed and paid calls). Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 178 810

| Open Date | Order No. | Status | Site | Description | Call Type | System | PO No. |
|-----------|---------------|----------|---------------------------|------------------|------------|------------|-----------|
| 4/16/03 | ▶ 030307-3331 | Complete | SZ EAST POINT (8425013) | PM | Preventive | Mechanical | 200305028 |
| 4/16/03 | ▶ 030403-0115 | Complete | UPS 35 Glenlake Fire | TAMPER TROUBLE | Preventive | Fire | |
| 4/10/03 | ▶ 030307-3327 | Complete | SZ FAIRBURN (8323013) | PM | Preventive | Mechanical | |
| 4/10/03 | ▶ 030410-0128 | Complete | SZ MULTIPURPOSE (8323013) | CHANGE THE BELTS | Preventive | Mechanical | |
| 4/9/03 | ▶ 030307-3325 | Complete | SZ SOUTHWEST (8440013) | PM | Preventive | Mechanical | 200304882 |
| ▶ 1-5 | ▶ 6-10 | ▶ 11-15 | ▶ 16-20 | ▶ 21-25 | ▶ 26-30 | next → | |

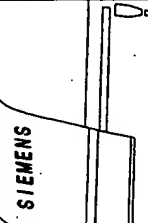





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→ Display Filter Criteria →

→ Display Equipment / Contract No.

FIG. 15

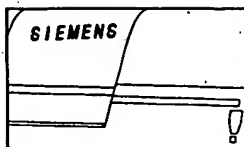
900

|  | | SIEMENS | | | | site360 Home site360 Ordering Help Contact Us Sitemap | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|----------------------------------------------------------------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|-----------|-----------|--------|-------------|-----------|--------|--------|--------|---------------|------|-------------------|------------|------|--|--------|---------------|------|----------------|------------|------|--|--------|---------------|------|-----------------------|------------|------|------------|--------|---------------|------|-----------------------|------------|------|------------|---------|---------------|------|-----------------------|------------|------|------------|
|  | | Search for... <input type="text"/> <input type="button" value="go"/> | | Home >...>...>Selected Services | | Request Service | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| → Service Activity → Open Calls → Closed Calls → Custom Reports Selected Services → TSP Contracts → Equipment → Sites → Request Service | | <p>Selected Services</p> <p>The Selected Services function provides an overview of selected service activities for the site and system type you selected. Clicking Display filter criteria enables you to view the criteria set for this report and to also select different filtering criteria options to modify the report, if desired. You can also export the table content to another format by clicking the desired file format symbol to the right.</p> <p>Item 1-5 of 15</p> <table border="1"> <thead> <tr> <th>Open Date</th> <th>Order No.</th> <th>Status</th> <th>Description</th> <th>Call Type</th> <th>System</th> <th>PO No.</th> </tr> </thead> <tbody> <tr> <td>5/1/03</td> <td>▶ 030409-0306</td> <td>Open</td> <td>MURRAY ELEMENTARY</td> <td>Preventive</td> <td>HVAC</td> <td></td> </tr> <tr> <td>5/1/03</td> <td>▶ 030409-0307</td> <td>Open</td> <td>NEHAWKA MIDDLE</td> <td>Preventive</td> <td>HVAC</td> <td></td> </tr> <tr> <td>5/1/03</td> <td>▶ 030409-0308</td> <td>Open</td> <td>CONESTOGA HIGH SCHOOL</td> <td>Preventive</td> <td>HVAC</td> <td>SIGNED TSP</td> </tr> <tr> <td>5/1/03</td> <td>▶ 030409-0309</td> <td>Open</td> <td>CONESTOGA HIGH SCHOOL</td> <td>Preventive</td> <td>HVAC</td> <td>SIGNED TSP</td> </tr> <tr> <td>4/16/03</td> <td>▶ 030409-0310</td> <td>Open</td> <td>CONESTOGA HIGH SCHOOL</td> <td>Preventive</td> <td>HVAC</td> <td>SIGNED TSP</td> </tr> </tbody> </table> <p>▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next →</p> <p>→ Display Filter Criteria →    </p> <p>→ Display Equipment / Contract No.</p> | | | | | | | | Open Date | Order No. | Status | Description | Call Type | System | PO No. | 5/1/03 | ▶ 030409-0306 | Open | MURRAY ELEMENTARY | Preventive | HVAC | | 5/1/03 | ▶ 030409-0307 | Open | NEHAWKA MIDDLE | Preventive | HVAC | | 5/1/03 | ▶ 030409-0308 | Open | CONESTOGA HIGH SCHOOL | Preventive | HVAC | SIGNED TSP | 5/1/03 | ▶ 030409-0309 | Open | CONESTOGA HIGH SCHOOL | Preventive | HVAC | SIGNED TSP | 4/16/03 | ▶ 030409-0310 | Open | CONESTOGA HIGH SCHOOL | Preventive | HVAC | SIGNED TSP |
| Open Date | Order No. | Status | Description | Call Type | System | PO No. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5/1/03 | ▶ 030409-0306 | Open | MURRAY ELEMENTARY | Preventive | HVAC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5/1/03 | ▶ 030409-0307 | Open | NEHAWKA MIDDLE | Preventive | HVAC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5/1/03 | ▶ 030409-0308 | Open | CONESTOGA HIGH SCHOOL | Preventive | HVAC | SIGNED TSP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5/1/03 | ▶ 030409-0309 | Open | CONESTOGA HIGH SCHOOL | Preventive | HVAC | SIGNED TSP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4/16/03 | ▶ 030409-0310 | Open | CONESTOGA HIGH SCHOOL | Preventive | HVAC | SIGNED TSP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

16/30

FIG. 16

1000



site360

Service Activity
TSP Contracts
Equipment
Sites
→ Request Service

SIEMENS

Search for... go >

Service Central Fileshare Administration Log Out
| Home | >-- >Request Service

site360 Home site360 Ordering

Help Contact Us

Request Service

Request Service

This page is for submitting online service requests.

For emergency or after-hours service, please call your local branch office.

* Indicates required field.

| | |
|----------------------|--------------------------------------------------|
| Request Type * | <input type="text" value="Request for service"/> |
| Priority * | <input type="text" value="Next Business Day"/> |
| Select Site * | <input type="text"/> |
| OR Enter Site | <input type="text"/> |
| | <input type="text" value="Load Site Equipment"/> |
| Select Equipment * | <input type="text"/> |
| OR Enter Equipment * | <input type="text"/> |
| Location * | <input type="text"/> |
| Description * | <input type="text"/> |
| PO No. | <input type="text"/> |

Last Name Wallace

First Name Michael

E-mail * Phone

17/30

FIG. 17

1100

SIEMENS

Siemens Building Technologies Home News Help Contact Us SiteMap

Search for... go >

Service Central Fileshare Administration Log Out

Home | >Service Central >TSP Contracts

Request Service



TSP Contracts

The TSP contracts function provides online access to all service contract information for the contracts and sites for which you are authorized. This overview screen informs you, in an aggregated form (overall and per site), of the number and value of existing contracts. Special attention should be given to expiring contracts. Clicking any of the links provides more detailed information for that entry.

Summary
The summary provides an overview of all service activity for all sites for which you are authorized grouped by status and system type.

| Contract Status | System |
|-----------------|------------|
| Active | Fire |
| Expiring | HVAC |
| Cancelled | Mechanical |
| Expired | |

1102

Service Activity

- TSP Contracts
- Active Contracts
- Expiring Contracts
- Cancelled Contracts
- Expired Contracts
- Custom Reports

Equipment

Sites

Request Service

Detail
The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.


| Item 1-5 of 6 | 1124 | 1126 | 1128 | Contract Status | Expired | Type | Number |
|----------------------------|--------|----------|-----------|-----------------|------------|--------|--------|
| Site | Active | Expiring | Cancelled | Expired | Type | Number | |
| UPS 35 Glenlake Automation | 1 | 0 | 0 | 0 | HVAC | 1 | 1134 |
| UPS 35 Glenlake Fire | 0 | 0 | 0 | 0 | HVAC | 1 | 1134 |
| UPS 35 Glenlake Mechanical | 1 | 0 | 0 | 0 | Mechanical | 1 | 1134 |
| UPS 55 Glenlake Automation | 1 | 0 | 0 | 0 | HVAC | 1 | 1134 |
| UPS 55 Glenlake FIRE | 1 | 0 | 0 | 0 | Fire | 1 | 1134 |
| 1-5 | 5-6 | | | | | | |

1122

18/30

FIG. 18

1200



SIEMENS

Search for... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >TSP Contracts >Active Contracts

Siemens Building Technologies Home News Help Contact Us Sitemap

Request Service

Service Activity

→ TSP Contracts

→ Active Contracts

Expiring Contracts

Cancelled Contracts

Expired Contracts

Custom Reports

Equipment Sites

Request Service

Active Contracts

Below is an overview of all active service contracts. Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report. Clicking any of the links provides more detailed information for that entry. You can also export the table content to another format by clicking the desired file format symbol to the right.

Items 1-3 of 3 **1220**

| Contract No. | Po No. | Description | Site | Status | Effective Date | Renewal Date | System |
|--------------|--------|--------------------|----------------------------|--------|----------------|--------------|------------|
| MS-6699 | | TIME & MATERIAL | UPS 35 Glenlake Mechanical | Active | 1/1/03 | 12/31/03 | Mechanical |
| PB-1394 | | FULL COMPREHENSIVE | Multiple Sites | Active | 1/1/03 | 12/31/03 | HVAC |
| PC-1512 | | | UPS 55 Glenlake FIRE | Active | 8/1/02 | 7/31/03 | Fire |

→ Display Equipment

Export to: .xls .doc ASCII

1210

19/30

FIG. 19

SIEMENS 1300

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Search for go >

Service Central Fileshare Administration Log Out

Home | >Service Central >TSP Contracts >Expired Contracts >Individual Contract

Request Service

Individual Contract

The Individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

| | | |
|-----------------------------------------|--------------|--------------------|
| Contract No. | PC-1335 | PO No. |
| Status | Expired | SST Branch |
| Effective Date | 2/1/02 | Secondary Contract |
| Renewal Date | 1/31/03 | Coverage Type |
| Time to Renewal | -21 Days | System |
| Service Technician/ Account Engineer | Chris Howell | LABOR ONLY |
| | | HVAC |

Description LABOR ONLY

Service Activity

Use the following links to get service history or scheduled service information.

→ Service History → Scheduled Services

Detail 1330

Clicking an existing service contract displays the contract in its entirety.


Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

| | | | |
|----------------------|------|---------------|----------------------|
| Item 1-1 of 1 | Site | Item 1-1 of 1 | Equipment |
| 1350 | Site | 1370 | Equipment |
| UPS 35 Glenlake Fire | 1360 | | MECH/SPEC SCHEDULING |

20/30

FIG. 20



1400

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Search for... go >

Service Central Fileshare Administration Log Out

Home | >Service Central >Equipment

Request Service

Equipment

The equipment function provides complete service and technical information for your equipment. Select a site from the dropdown box and click go. A table of all equipment for that site appears. Click a specific equipment link to get detail for that piece of equipment.

Item 1-5 of 35

Site

UPS 35 Glenlake Automation

UPS 35 Glenlake Automation

UPS 35 Glenlake Automation

UPS Glenlake Fire

UPS 55 Glenlake Automation

▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next →

Site go >

1402

Export to:

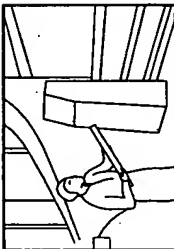
| Equipment or Services | Quantity | Location | Asset ID | System |
|-----------------------------|----------|------------------------------|-----------|--------|
| ▶ | 1 | CABINET 11 | UPS35GL01 | HVAC |
| ▶ | 1 | CABINET 12 | UPS35GL02 | HVAC |
| ▶ CLIENT WORKSTATION REV* | 1 | INSIGHT 03 | UPS35GL03 | HVAC |
| ▶ MECH/SPEC SCHEDULING | 1 | | UPS F1 | HVAC |
| ▶ | 1 | CABINET 1 MAIN CHILLER PLANT | UPS55GL01 | HVAC |

Service Activity
TSP Contracts
→ Equipment
Sites
Request Service

1404

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FIG. 21



SIEMENS


1500

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Search for... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >Equipment >--- >Individual Equipment

 Request Service

Individual Equipment

The individual equipment function provides all relevant technical information and detail for the selected piece of equipment.

Detail

| Equipment | CLIENT WORKSTATION REV# | Asset ID |
|--------------------|----------------------------|---------------------|
| Site | UPS 35 Glendale Automation | Warranty Expiration |
| Equipment Quantity | 1 | Contract No. |
| Equipment Location | INSIGHT 03 | System |
| | | ► PB-1394 1520 |
| | | HVAC |

Service Activity

Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls) for this piece of equipment.

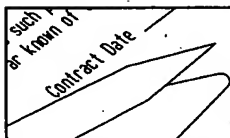
| Item 1-1 of 1 | Description | Call Type | Export to: | Order No. | PO No. |
|---------------|-------------|--------------------|------------|---------------|--------|
| Open Date | 1/7/03 | FULL COMPREHENSIVE | preventive | ► 021216-0835 | 1540 |

Closed Calls

Below is an overview of all service activities with a "closed" status (this includes completed, closed, and paid calls) for this piece of equipment.

| Item 1-2 of 2 | Description | Call Type | Export to: | Order No. | PO No. |
|---------------|-------------|--------------------|------------|---------------|--------|
| Open Date | 7/3/02 | FULL COMPREHENSIVE | preventive | ► 020625-0965 | 1560 |
| | 4/4/02 | FULL COMPREHENSIVE | preventive | ► 0021032288 | 1560 |

FIG. 22



site360

Service Activity
 → TSP Contracts
 Active Contracts
 Expiring Contracts
 Cancelled Contracts
 Expired Contracts
 Custom Reports
 Equipment
 Sites
 Request Service

1610

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Search for... go >

Service Central Fileshare Administration Log Out
 | Home | >Service Central >Equipment >Individual Contract

Request Service

Individual Contract



The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

| | | | |
|-----------------------------------------|---------------|-------------------|--------------------|
| Contract No. | PD-1394 | PO No. | |
| Status | Active | | |
| Effective Date | 1/1/03 | SBT Branch | ATLANTA |
| Renewal Date | 12/31/03 | Secondary Contact | Jacquelyn Brewer |
| Time to Renewal | 313 Days | Coverage Type | FULL COMPREHENSIVE |
| Service Technician/ Account Engineer | M. Kevin Mote | System | HVAC |

Description FULL COMPREHENSIVE

1630

Service Activity

Use the following links to get service history or scheduled service information.

1620

→ Service History → Scheduled Services

1650

Detail

Clicking an existing service contract displays the contract in its entirety.

1640

1660

Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-3 of 3

.xls

.doc

ASCII

Item 1-3 of 3

Site

► UPS 35 Glenlake Automation

► UPS 55 Glenlake Automation

► UPS 55 Glenlake Automation

1670

Equipment

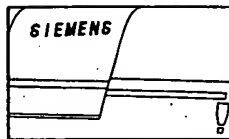
|

|

| CLIENT WORKSTATION REV*

2003P11251US
23/30

FIG. 23



site360

- Service Activity
 - Open Calls
 - Closed Calls
 - Custom Reports
 - Selected Services
- TSP Contracts
- Equipment
- Sites
- Request Service

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Search for... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >Equipment >-- >Service Order

Request Service

Service Order

Below is the data for the single service activity you have selected.

Summary

The summary provides an overview of information related to the selected service order number.

| | | | |
|-------------------|----------------------------|---------------|------------------------|
| Service Order No. | 020625-0966 | Customer Name | Demonstration Customer |
| PO Number | | Contract No. | PB-1394 |
| Site | UPS 35 Glenlake Automation | | 1720 |
| Status | Closed | System | HVAC |
| Call Type | Preventive | Open Date | 7/3/02 |
| Request Type | generated | Closed Date | 7/5/02 |
| Problem Type | MAINTENANCE | | |
| Call Priority | Next Scheduled Visit | | |

Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

Problem Description

Resolution JEFF C. 7/3/02-BUILDING ON GENERATOR AT THIS TIME.

Further Information

Use the following links to get further equipment, call, or appointment information.

go to [Equipment](#) [Call Log](#) [Appointments](#)

Equipment

The table below lists equipment that was serviced on the selected order number.

Item 1-3 of 3

| Equipment Name | Equipment Quantity | Location | Asset ID |
|---------------------------|--------------------|--------------|-----------|
| ▶ | | 1 CABINET 11 | UPS356L01 |
| ▶ | | 1 CABINET 12 | UPS356L02 |
| ▶ CLIENT WORKSTATION REV* | | 1 INSIGHT 03 | UPS356L03 |

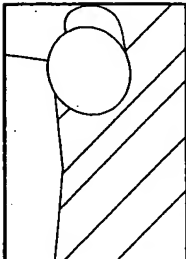
Call Log

The table below lists all activities logged to the selected service order number.

No Data Available.

FIG. 24

1800




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Search for... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >Sites

 Request Service

Sites

The site function provides complete service information for an individual site. Click any site link to get specific detail for that site. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 35
Site

► Primary


► SZ COLLEGE PARK (8320013) — 1810




► SZ EAST LIBRARY (8408013)

► SZ EAST POINT (8425013)

► SZ ELECTION WSE (8804013)

► 1-5 ► 6-10 ► 11-15 ► 16-20 ► 21-25 ► 26-30 next →

→ Display Filter Criteria → 


Export to:  .xls  .doc  ASCII


Service Activity

TSP Contracts

Equipment

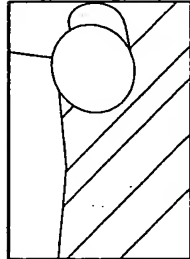
→ Sites

 Request Service



25/30

FIG. 25



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1900

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Search for ... go >


Service Central Fileshare Administration Log Out

Home | >Service Central >Sites >... >Individual Site

 Request Service

Service Activity
TSP Contracts
Equipment
→ Sites
Request Service

Individual Site

→ Display Filter Criteria → 

The Individual site function provides detailed data for a single, selected, site enabling you to easily supervise and track all service activity for that site.

Service Activity Summary

The summary provides an overview of all service activity for this site grouped by status, call type, and system type.

| | | | | |
|------|-------------|------------------------------|------------|------------|
| 1910 | Site | SZ COLLEGE PARK (8320013) | Call Type | 1930 |
| | | | Preventive | ▶ 3 — 1965 |
| | | | Corrective | ▶ 1 — 1970 |
| 1920 | Call Status | | System | 1940 |
| | Open | ▶ 1 — 1950 | HVAC | ▶ 1 — 1975 |
| | Closed | ▶ 3 — 1960 | Mechanical | ▶ 3 — 1980 |

Service Activity Detail




The table below lists detail for the Individual site, as well as the service activity information associated with it. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

1985

1990

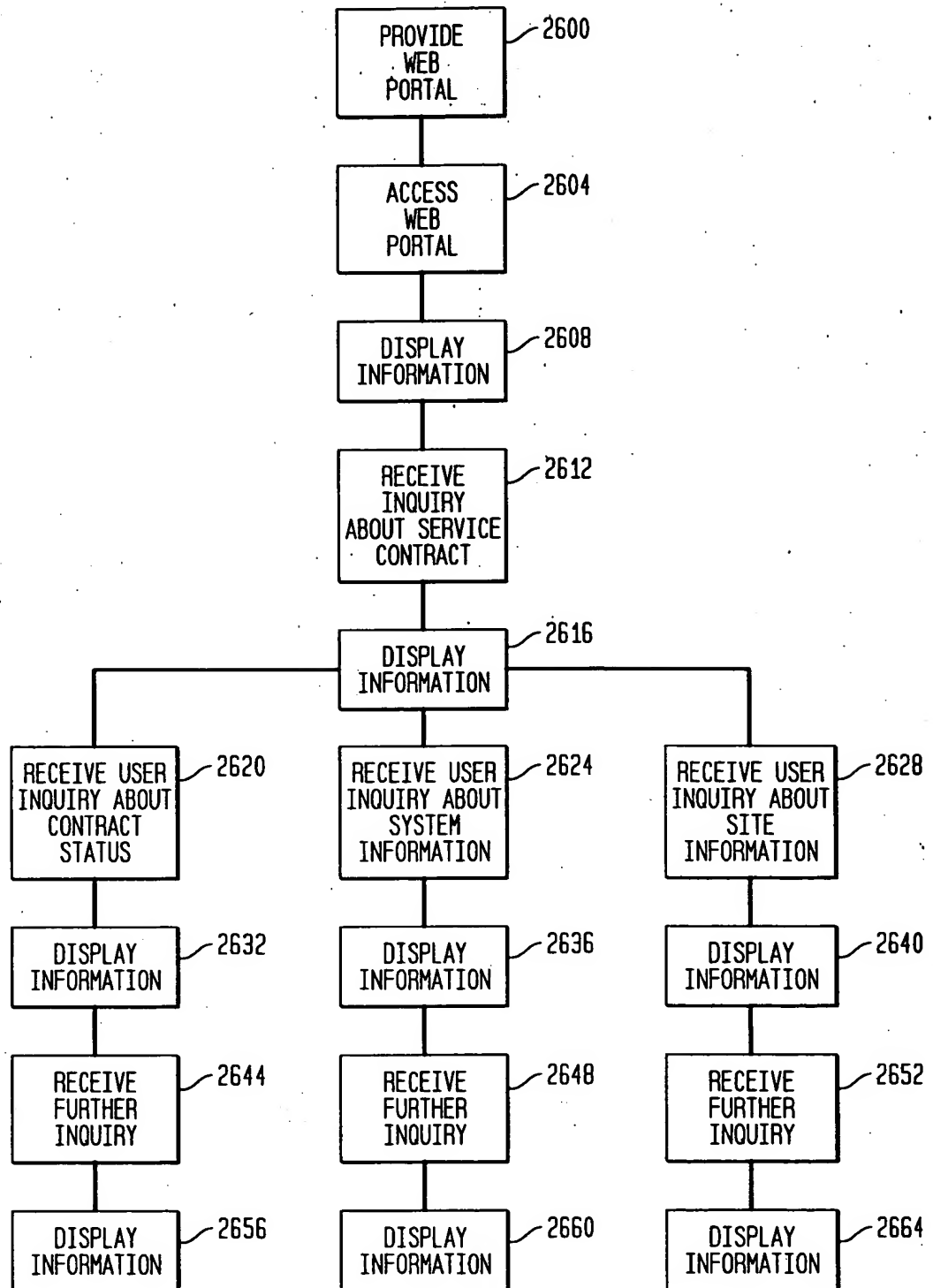
Item 1-4 of 4

| Order No. | PO No. | Description | Call Status | Call Type | Open Date | System |
|---------------|--------------|--------------------------------|-------------|------------|-----------|------------|
| ▶ 021001-0210 | PC-02SCB7314 | ANNUAL CHILLER PM | Closed | Preventive | 10/7/02 | Mechanical |
| ▶ 021009-0275 | PC02SCB7314 | INSTALL 2 CHECK VALVES & CLEAN | Closed | Preventive | 10/15/02 | Mechanical |
| ▶ 021016-0068 | PC-02SCB7314 | PM REPAIRS | Closed | Preventive | 10/7/02 | Mechanical |
| ▶ 030206-0002 | | this is a test for the call t* | Open | Corrective | 2/6/03 | HVAC |

Export to:  .xls  .doc  ASCII

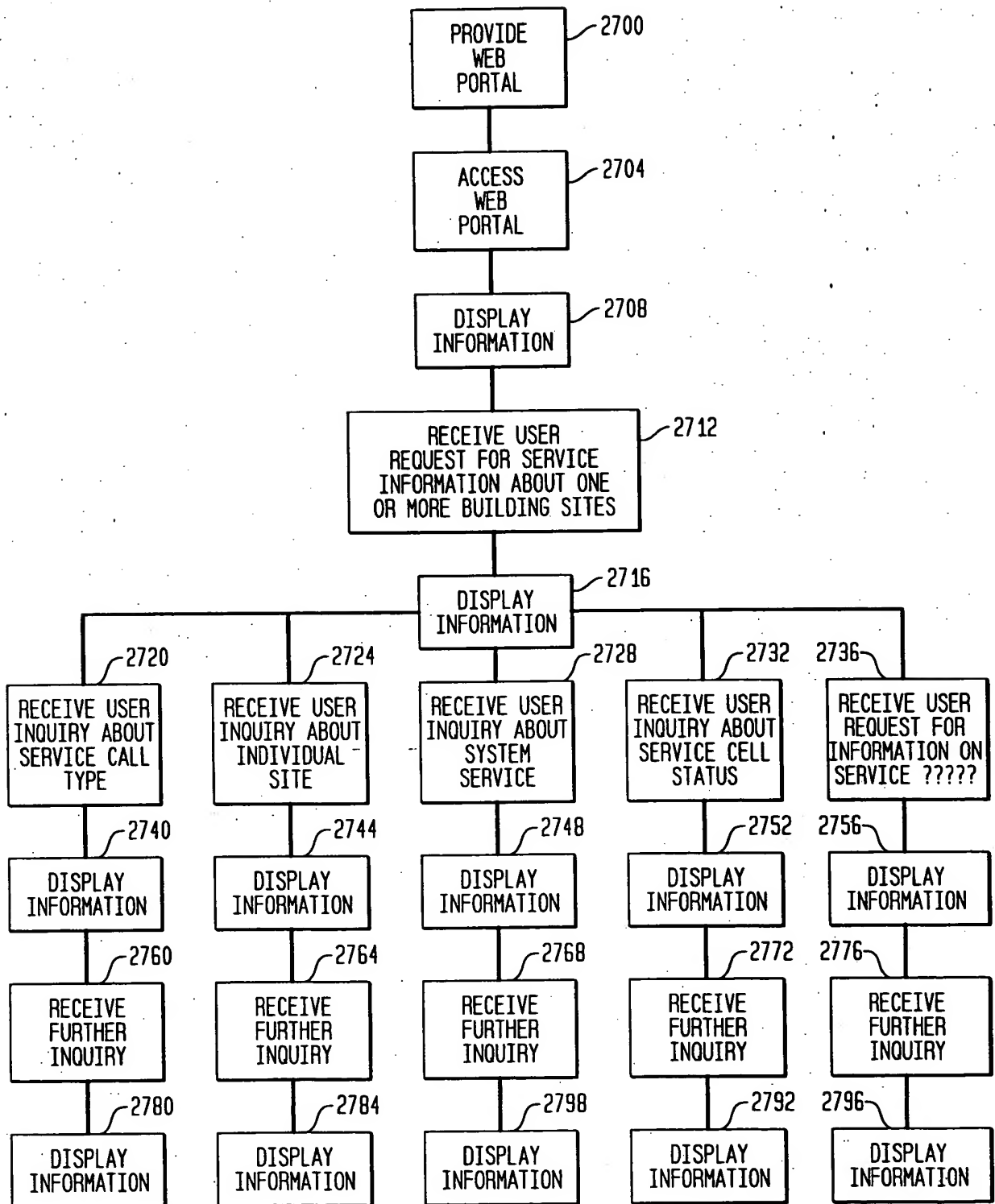
26/30

FIG. 26



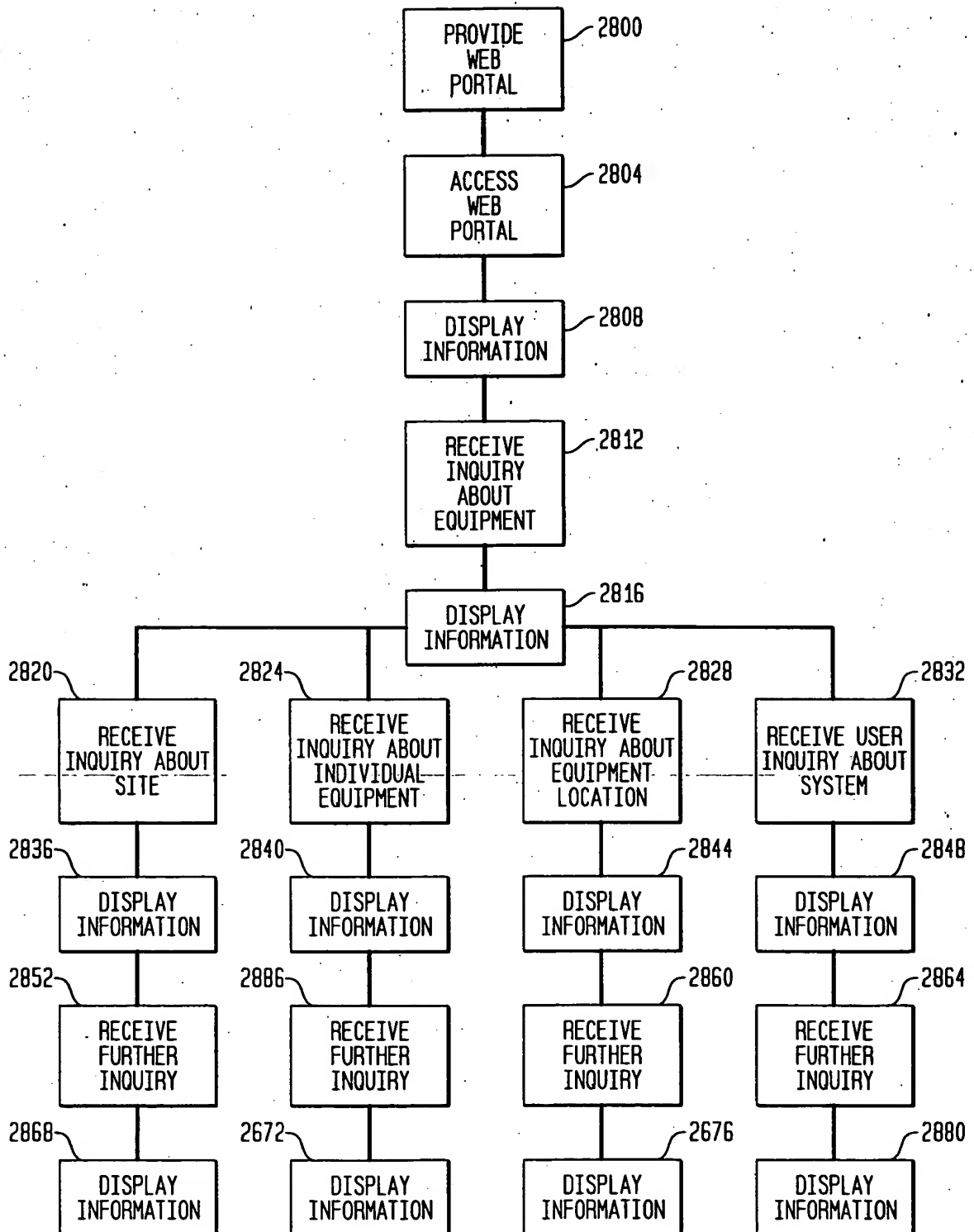
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FIG. 27



28/30

FIG. 28



29/30

FIG. 29

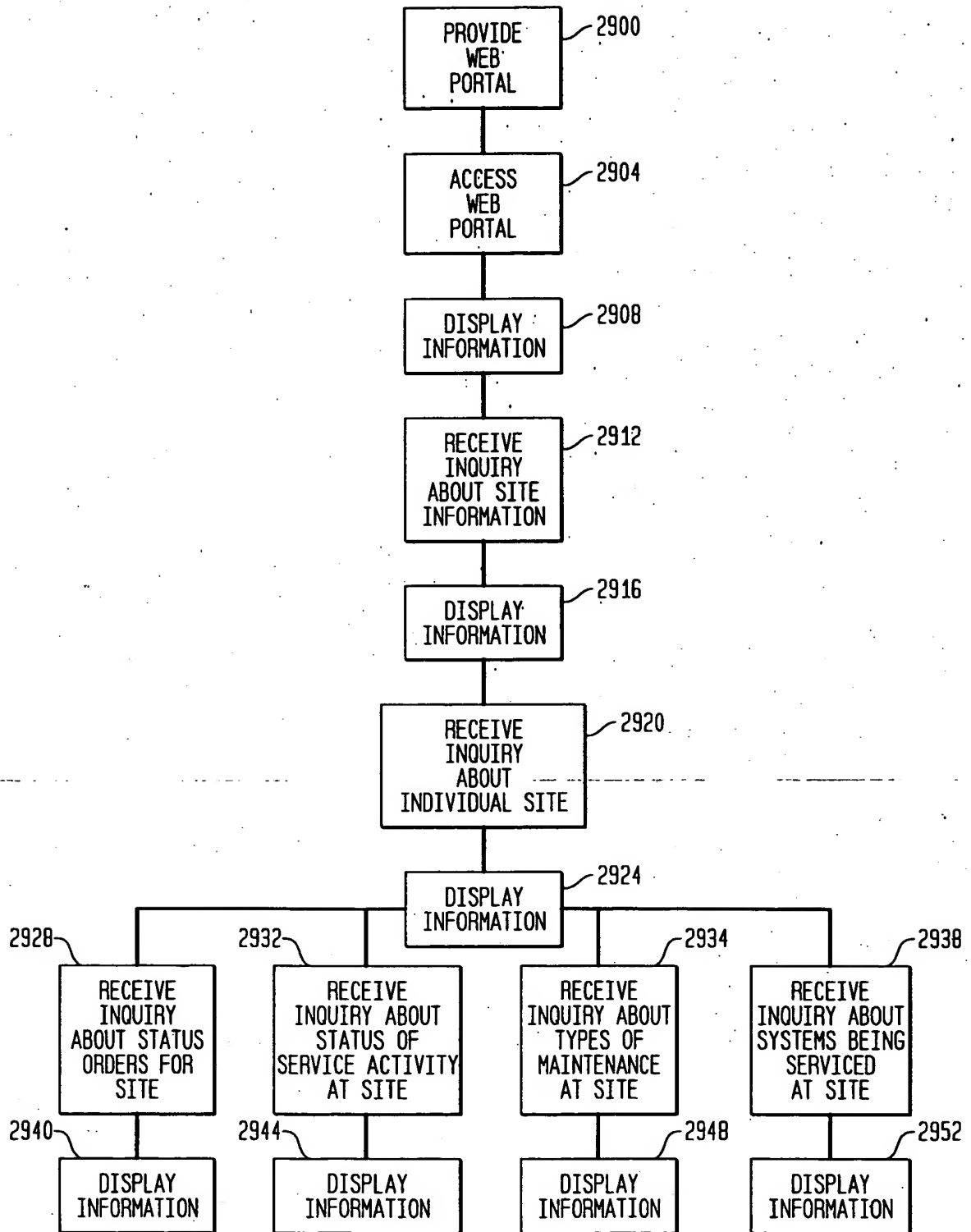


FIG. 30

